

# CryoSync™

Cryocooler Accessory



Early Adopter **CryoSync™**  
**Purchase Agreement**



## Early Adopter CryoSync™ Purchase Agreement

We are excited to bring to you this **Early Adopter CryoSync™ Purchase Agreement**. This document describes the special offer being provided to you, since you have been identified as a preferred candidate to act as an Early Adopter of the **CryoSync™**. You have been identified as such due to the significant material characterization efforts your organization engages in, the high level reputation you command in your area, and your valued loyalty to products manufactured by Quantachrome Instruments. Qualifying orders must be placed with Quantachrome on or before September 1, 2017.

**Here is a list of what you will receive when you agree to participate in this program:**

- 1) Customer will receive special discounts from standard CryoSync™ list prices.**
- 2) Customer will receive a special extension to the standard one year warranty period.**
- 3) Expedited access to world renowned scientific support team.**

Please ask your local dealer for specifics regarding the items mentioned above. It is important to note that, in addition to special discounts and the extension of the warranty term, as an early adopter you can expect to enjoy continuous functioning of your new **CryoSync™** product via unit replacement should that be necessary. This product has already been successfully field tested by a number of external customers, but we understand that, as with any brand new product, there is always a possibility of unforeseen circumstances that compromise functionality. Should there be such a circumstance in your facility with the **CryoSync™** which is shown to be caused by its design, we are prepared to rapidly replace your unit with a brand new unit.



In return for these items and services, early adopter customers agree to the following:

- 1) Customer will provide frequent feedback to Quantachrome Instruments' representatives (initially weekly/ bi-weekly, then taper in frequency).**
- 2) Customer agrees to act as a positive reference site for the CryoSync™ product.**
- 3) Customer agrees to participate in the generation of white papers regarding the use of the CryoSync™ product.**

We look forward to working closely with you and your organization to assist you with your material characterization efforts in all the ways that we can. As an early adopter customer you are extremely important to us and our aim to deliver the best products and experiences to our customer as possible.

For almost half a century Quantachrome's scientists and engineers have revolutionized measurement techniques and designed instrumentation to enable the accurate, precise, and reliable characterization of powdered and porous materials. We have an unwavering commitment to providing state-of-the-art technology, along with superior and unparalleled customer service and support. Our commitment to customers is to support you before, during, and after the sale throughout the lifetime of our instruments. This is a big commitment because our products are so robust and reliable that we regularly find many still in use for decades.

### Quality-Function-Dependability

The quality of Quantachrome's after sales service support is the reason we are proud to maintain lifetime relationships with our customers.

### Field Service

Our global service staff assure you that Quantachrome Instruments will continue to be the reliable engines of material characterization laboratories. We offer you the flexibility of choosing from service contracts tailored to provide you with the response time, service package, and spare parts discounts that best fit your needs.

### Spare Parts

Quantachrome spare parts are certified to work with our instruments. We provide rapid response spare parts orders, and keep large inventories of replacement parts and hardware available.

### Application Lab

Our fully equipped, state-of-the-art powder characterization laboratory, LabQMC ([www.labqmc.quantachrome.com](http://www.labqmc.quantachrome.com), [qc.lab@quantachrome.com](mailto:qc.lab@quantachrome.com)), provides the option of contracting for expert testing services. Laboratory services are also available to validate the applicability of our products prior to your purchase using your actual samples.

### Lifetime Application Support

We view the field support of our instruments as an essential component of our business strategy. Our expert scientists are always available to answer questions on applications, or on the use of our instruments. We do this as a standard service regardless of whether you have a service contract with us or not.

### Partners in Science

Quantachrome has a scientific research department consisting of world renowned experts in material characterization. Our staff, led by Dr. Matthias Thommes, conducts collaborative research projects with leading material research labs around the world. They regularly publish articles in leading peer reviewed journals, and speak at technical symposiums around the world.

### Corporate Headquarters-USA

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#### Quantachrome Representative Office

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